Product change note

Topic	**AssistNow Online/Offline End Of Maintenance and End of Support**
	UBXDOC-199822977-208025 C1-Public
Author	Giovanni Solito
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1   Affected services

Service name
AssistNow Offline
AssistNow Online

2   Description

As part of the continuous improvements to the AssistNow service, we are announcing a new version of AssistNow with two service variants: Live Orbits and Predictive Orbits.

As a consequence of that:

- We announce the End of Maintenance and the End of Support for AssistNow Online and AssistNow Offline services.

☞ **Important Note:** This communication does not represent an End Of Life notification for AssistNow Online and Offline services. Section 4 provides further information about the customer impact.

3   Schedule

Date	Action
3 June 2025	Public availability of new AssistNow Live Orbits and Predictive Orbits service
3 June 2025	Pricing update
31 May 2026	End of Maintenance of AssistNow Online and AssistNow Offline
31 May 2026	End of Support of AssistNow Online and AssistNow Offline
31 May 2028	AssistNow Online and Offline developer plans are deactivated

4   Customer impact

- End of Maintenance: from the effective date of May 31st, 2026, u-blox will not allocate resources for service maintenance other than critical events that make the service completely unusable.
- End of Support: from the effective date of May 31st, 2026, u-blox will not provide customer support for AssistNow Online and Offline.

- Deactivation of developer plans: on May 31st, 2028, all the AssistNow Online and Offline developer tokens will be deactivated thus blocking access to the service.
- From the effective date of June 3rd, 2025, it will not be possible to request new tokens to access AssistNow Online and Offline.
- Effective June 3rd, 2025, the current pricing plans for AssistNow Online and AssistNow Offline will be replaced with updated pricing. Customers with an active subscription may continue with their existing plan or opt to switch to the new pricing option.

5   Recommended actions

- We recommend all customers to use the new AssistNow Live Orbits and Predictive Orbits for new designs.
- All customers using developer plans are invited to immediately consider the new service, because of the scheduled deactivation of developer tokens on May 31st, 2028.
- Customers using an AssistNow Online or Offline developer plan:
  - o Can continue to use the service until May 30th, 2028, or transition to the new AssistNow Live Orbits/ Predictive Orbits service.
  - • All developer tokens that are unused within a 2-month period from the date of PCN issuance will be disabled immediately, thus blocking the access to the service.
- Customers using a paid plan:
  - • Can continue to use the service or
  - o Migrate to AssistNow Live Orbits/Predictive Orbits, if the prerequisites are fulfilled
- The transition to the new service implies:
  - • The selection of a new price plan, according to the pricing published at https://portal.thingstream.io/pricing
  - o A host processor firmware change to implement the access to the new service. No GNSS firmware change is required.

6   Contact

We thank you for your understanding and assure you of our very best support. u-blox appreciates and values your continued business relationship and looks forward to your future interest in our outstanding product portfolio. Please contact your nearest u-blox sales team for any questions you may have. For any additional requests, you can contact your local FAE or send an e-mail to services-support@u-blox.com.

7   Related documentation

[1]   AssistNow User guide
[2]   AssistNow Frequently Asked Questions
[3]   AssistNow Live and Predictive Orbits Information Note